

OMBUDSPERSON (53)

AGENCY PLAN: STATEMENT OF PURPOSE, GOALS AND BUDGET SUMMARY

STATEMENT OF PURPOSE:

The Office of the Ombudsperson serves the people by investigating and seeking to resolve complaints against departments and agencies of City government.

AGENCY GOALS:

1. Provide efficient, quality and user-friendly services to the public.
2. Restore citizen confidence where misunderstanding, error and omission have decreased confidence in government.
3. Investigate inadequate, archaic or inequitable ordinances, policies not consistently applied, and inequitable or inadequate administrative or service procedures.
4. Advance innovative and practical recommendations to resolve recurring complaints.

AGENCY FINANCIAL SUMMARY:

2005-06 <u>Requested</u>		2004-05 <u>Budget</u>	2005-06 <u>Recommended</u>	Increase (Decrease)
\$ 1,708,335	City Appropriations	\$ 1,451,687	\$ 818,870	\$ (632,817)
\$ 1,708,335	Total Appropriations	\$ 1,451,687	\$ 818,870	\$ (632,817)
\$ 1,708,335	NET TAX COST:	\$ 1,451,687	<u>\$ 818,870</u>	\$ (632,817)

AGENCY EMPLOYEE STATISTICS:

2005-06 <u>Requested</u>		2004-05 <u>Budget</u>	04-01-05 <u>Actual</u>	2005-06 <u>Recommended</u>	Increase (Decrease)
<u>11</u>	City Positions	<u>11</u>	<u>10</u>	<u>6</u>	(5)
11	Total Positions	11	10	6	(5)

ACTIVITIES IN THIS AGENCY:

	2004-05 <u>Budget</u>	2005-06 <u>Recommended</u>	Increase (Decrease)
Investigation of Complaints	\$ 1,451,687	\$ 818,870	\$ (632,817)
Total Appropriations	\$ 1,451,687	\$ 818,870	\$ (632,817)

OMBUDSPERSON (53)

INVESTIGATION OF COMPLAINTS ACTIVITY INFORMATION

ACTIVITY DESCRIPTION: INVESTIGATION OF COMPLAINTS

The office of the Ombudsperson is mandated by the Detroit City Council to receive, investigate, and seek to resolve all justified citizen complaints against City government including any action, omission, decision, recommendation, practice or procedure of any agency. The agency also reviews investigations and hearings of City agencies having subpoena power to determine if same were conducted fully and fairly; recommends change where investigation reveals that modification, addition, or elimination of an act or procedure is warranted; establishes and perfects complaint investigative procedures and maintains records to determine areas of administrative or service failure; institutes original investigation into areas where compiled data reveals problems of similar or recurring nature; and provides information and assistance and recommends alternative action when citizen complaints do not fall within the jurisdiction of service rendered by the City of Detroit.

GOALS:

1. Provide efficient, quality and user-friendly services to the public.
2. Identify administrative and/or service failure in municipal operations.
3. Restore citizen confidence where misunderstanding, error, and omission have decreased confidence in government.
4. Investigate areas of inadequate, archaic or inequitable ordinances; policies not consistently applied; and inequitable or inadequate administrative or service procedures.
5. Advance innovative and practical recommendations to resolve recurring complaints.

MAJOR INITIATIVES FOR FY 2004-05 and FY 2005-06:

During the current fiscal year, the Ombudsperson's Office has been able to continue realizing savings in operating costs without sacrificing quality of service to Detroit's citizens. For example, changes to the method that reports are formatted and printed has helped reduce yearly budget expenses for printing from \$16,000 just three years ago to less than \$5,000 annually. Similarly, budgeted funds necessary to procure office supplies has been reduced by more than 50% over the same span of time due to the utilization of established inventory management practices.

The 2005-06 budget request that has been submitted continues to build in efficiencies that will accrue long-term financial savings to Detroit. For example, the upgrading of the Ombudsperson Case Tracker System to a web-based format will allow industry support to remain readily available in the future and allow technical improvements to be incorporated without the need to incur costly program redesigns.

PLANNING FOR THE FUTURE FOR FY 2005-06, FY 2006-07 and BEYOND:

Cost reductions are expected to increase the case load of the Ombudsperson's Office significantly. It has been our experience that major budget cuts historically have resulted in more complaint activity. Nevertheless, we expect to meet the challenge of maintaining quality service to the public in the face of continued reductions.

For the 2005-06 fiscal year, the Ombudsperson's Office plans to expand the Case Tracking System report capability to better serve the needs of the City's Planning and Strategic Management Initiatives. City wide complaint information will be expanded to incorporate neighborhood planning clusters as well as other distinct geographic areas. Not only is this a sound move from a development standpoint, but it also will allow the Ombudsperson to quickly identify areas where service problems may be increasing relative to the rest of the city.

OMBUDSPERSON (53)

INVESTIGATION OF COMPLAINTS MEASURES AND TARGETS

Type of Performance Measure:	2002-03	2003-04	2004-05	2005-06
List of Measures	Actual	Actual	Projection	Target
Outputs: Units of Activity directed towards Goals				
Citizen complaints and information requests	32,000	32,000	32,500	34,000
Activity Costs	\$1,507,394	\$1,507,384	\$1,451,687	\$818,870

CITY OF DETROIT
Ombudsperson
Financial Detail by Appropriation and Organization

Ombudsperson Investigation of Complaint	2004-05 Redbook		2005-06 Dept Final Request		2005-06 Mayor's Budget Rec	
	FTE	AMOUNT	FTE	AMOUNT	FTE	AMOUNT
<hr/>						
<i>APPROPRIATION</i>						
<i>ORGANIZATION</i>						
00182 - Investigation of Complaints						
530010 - Ombudsperson Investigation of Com	11	\$1,451,687	11	\$1,708,335	6	\$818,870
APPROPRIATION TOTAL	11	\$1,451,687	11	\$1,708,335	6	\$818,870
ACTIVITY TOTAL	11	\$1,451,687	11	\$1,708,335	6	\$818,870

CITY OF DETROIT
Budget Development for FY 2005-2006
Appropriations - Summary Objects

	2004-05 Redbook	2005-06 Dept Final Request	2005-06 Mayor's Budget Rec
AC0553 - Investigation of Complaints			
<i>A53000 - Ombudsperson</i>			
SALWAGESL - Salary & Wages	788,800	876,770	453,834
EMPBENESL - Employee Benefi	518,526	620,848	270,708
PROFSVCSL - Professional/Cont	37,501	90,800	100
OPERSUPSL - Operating Supplie	5,923	5,923	1,423
OPERSVCSL - Operating Service	100,229	108,194	92,097
CAPEQUPSL - Capital Equipmen	208	5,000	208
OTHEXPSSL - Other Expenses	500	800	500
<i>A53000 - Ombudsperson</i>	<i>1,451,687</i>	<i>1,708,335</i>	<i>818,870</i>
AC0553 - Investigation of Complaints	1,451,687	1,708,335	818,870
Grand Total	1,451,687	1,708,335	818,870

**CITY OF DETROIT
MAYOR'S 2005/2006 RECOMMENDED BUDGET**

Ombudsperson

Appropriation	REDBOOK FY 2004	DEPT REQUEST	MAYORS FY 2005
Organization	2005 FTE	FY 2005 2006 FTE	2006 FTE
Classification			
00182 - Investigation of Complaints			
530010 - Ombudsperson Investigation of Cor			
City Ombudsman	1	1	1
Deputy City Ombudsman	1	1	1
Assistant Ombudsman - GD IV	3	3	1
Assistant Ombudsman - GD III	4	4	2
Executive Secretary III	1	1	1
Executive Secretary II	1	1	0
Total Ombudsperson Investigation of Compla	11	11	6
Total Investigation of Complaints	11	11	6
Agency Total	11	11	6